

***Statewide Technical Assistance for STRTP
Programs in California***

Peer to Peer Leadership Webinar Series

May 22, 2019

Intake, Assessment, and Referral Processing

With the support of...

- *Continuum of Care Reform Branch, California Department of Social Services*
- *California Alliance for Child and Family Services*
- *Child and Family Policy Institute of California*



Mission

Statewide Technical Assistance will help support and ensure that all STRTP providers in California have access to and implement consistently, the core organizational and leadership practices in support of all Foster Youth.

Guiding Principles

- Successful organizations demonstrate an authentic belief that children and youth belong with their families and communities
- Authentic engagement and teaming with youth, other caregivers, and biological family members is central to the principles and practices of congregate care;
- Trusting relationships with professionals form the basis of healing and recovery from trauma's effects;
- Strength and asset-based care are essential;
- Effective healing organizations develop and sustain leadership and management practices which support thoughtful strategic planning and change management processes;
- Agencies use the accreditation process to measurably and consistently improve service delivery and outcomes.



Content Source and Inspiration

- ***Residentially Based Services (RBS)
Implementation and Learning Lessons***
- ***Continuum of Care Reform Principles***
- ***System of Care Research/Wraparound
Outcomes***
- ***National Research on Best Practices in
Congregate and Residential Care for Youth***

10 Organizational Competencies



1. Agency Mission, Vision and Values in support of Short Term, Therapeutic, Community Based Care
2. Integrated Core Practice Model Implementation and Practice
3. Agency-Provider Partnership
4. [Intake/Assessment and Referral Processing](#)
5. Authentic Trauma Informed Service Delivery
6. Family Engagement in Planning and Service
7. Involvement of Biological Family in Care
8. Focus on Skills Building Toward Post Care/Transition
9. Focused Transitional Care Services
10. Individualized, Evidenced Based Therapies

Presenters



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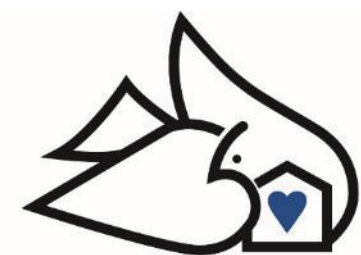
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Intake, Assessment, and Referral Processing

CDSS Webinar | May 2019



CASA PACIFICA

CENTERS FOR CHILDREN & FAMILIES

Providing Hope & Help

Learning Objectives

In this session we will:

- Identify key principles necessary to foster effective decision making and partnership between placing agencies and providers
- Recognize the value of strength based screening and referral processes
- Articulate strategies which can lead to most appropriate decisions for STRTP level providers
- Identify how to overcome barriers and challenges to effective intake and referral processes



Organizational Context

Short-Term Residential
Therapeutic Program (STRTP)

20 years (1994-2017)

1.5 years

Emergency Shelter (RCL-12)
& Residential Treatment Center (RCL-14)



Organizational Context

- Located on 25 acre campus
- Current capacity of 48 youth
 - 28 public beds
 - 20 private beds
- Referrals from over 40 counties
- Out-of-county referrals represent 80% of referrals




Question for Consideration

How can we, as a system, work to successfully screen referrals and intake youth into programming?



Our Common Goals



10 GUIDING PRACTICE PRINCIPLES

1. Family Voice and Choice
2. Team-based
3. Natural supports
4. Collaboration and Integration
5. Community-based
6. Culturally respectful
7. Individualized
8. Strengths-based
9. Persistence
10. Outcomes Based

California Integrated Core Practice Model for
Children, Youth & Families (p. 11-13)

Referral and Intake Process Overview

- Review referral within 24 hours of receipt
- Prioritize referrals for local youth
- Schedule placement interview within 24 hours of receiving referral
- Reach out to important supports
- Placement decision provided within 24 hours of interview
- Schedule intake for earliest possible date



Referral → Admissions: A Deeper Dive

- Asking the “important” questions during the youth interview
- Scanning the referral packet for supports who “get it”
- Follow-up with placing agency for additional information and to begin establishing connections
- Anticipating gaps or challenges and proactively identifying solutions or support strategies
- Pre-admission phone calls to important others and invitation for a campus tour
- Admissions day welcoming
- Initial CFT Meeting scheduling



Placement Interview

What does “interview” mean to us?

- Get to know the youth
- Give youth a voice
- Connect, establish foundation for program buy-in
- Answer questions, ease fears, dispel rumors

Skype or In-Person

- Better opportunity to connect
- Increases buy-in and connection
- Better contextualize factors/behaviors

Permanency/Transition Plan

- Be on the same page from the start (youth, social worker, family/supports)
- Transparency with youth about plans/options

Reaching out to important supports

- Receive a different perspective
- Understand their commitment to the youth and the youth’s treatment
- Provide program overview
- Answer questions

Barriers and Challenges to Effective Intake and Referrals



- Lack of referral information
- Program match vs Bed filling
- Access to Skype youth
- Youth availability for interview
- Transparency with youth prior to interview
- Lack of clarity or follow through on permanency/transition plans
- Resources for important supports for youth placed out of home county

Resources & Readings

The California Integrated Core Practice Model for Children, Youth, And Families



Child Specific Recruitment Case File Review Tool

CHILD'S NAME _____

DATE _____

COMPLETED BY _____

Created by Denise A. Goodman, PhD and Scott Lee, State of Tennessee, ©2006, revised ©2018

INTRODUCTION

Purpose: This tool is designed to assist the social worker when reviewing the child's and family's case record for potential placement resources or individuals who would assist in identifying placement resources.

In addition, the tool collects information helpful in the development of the child's lifebook, background information for formal presentations, full disclosure forms and/or subsidy documents.

Therefore, a single **thorough** review of the child's and family's case records can serve to satisfy several case management responsibilities. More importantly, after a meticulous review of the case record, the social worker knows the child better and is able to identify a family to meet the child's lifelong needs.

Directions:

1. Obtain the child's and family's case record.
2. In an organized fashion, review (touch) each piece of paper in the case record. Pay particular attention to meeting documents, case histories, forms that list family and friends of the child and their parents.
3. As critical information is uncovered, record it on the appropriate page in this tool.
4. Once the case record review is completed, analyze the tool and identify potential placement resources or individuals who could be utilized as members of the recruitment team.

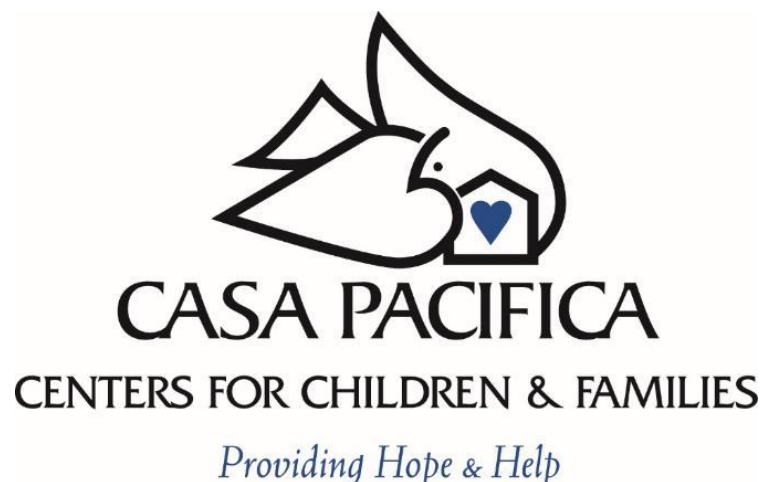
Hazelden Co-occurring Disorders Program
Integrated Services For Substance Use and Mental Health Problems

Screening and Assessment

for People with Co-occurring Disorders

Developed by faculty from the GEISEL SCHOOL OF MEDICINE AT DARTMOUTH

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